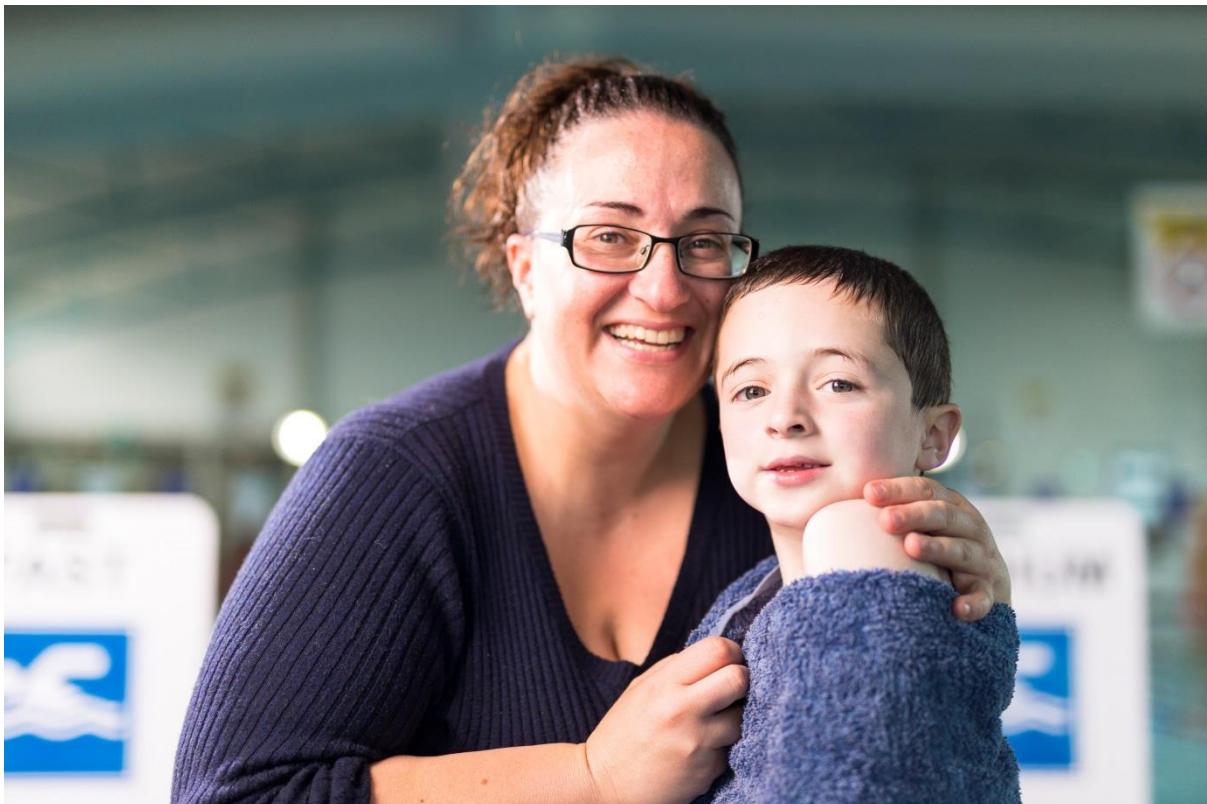


BLUEWATER SWIM SCHOOL IS GOING DIRECT DEBIT ONLY



Your last lump sum ever

Participate in lessons 47 weeks per year

Continuous learning, assessment and progression

Enrol at any time

Cancel at any time

Convenient, fortnightly payments

Unlimited aquatic access, all year

DIRECT DEBIT SWIM SCHOOL FREQUENTLY ASKED QUESTIONS

Why are we changing our Swim School program?

- In 2018, Bluewater introduced a year-round swimming program. The initiative behind this change was to promote greater continuity for every student, recognising that learning to swim is a continual process, not a one-off event.

What are the benefits of a Direct Debit membership?

- With all Swim School enrolments on Direct Debit, customers are no longer burdened with large upfront payments and termly re-enrolment. Furthermore, students benefit from free pool access for the duration of the Victorian school year. All Swim School memberships will expire at the end of the school year, so there's no need to suspend or cancel your membership before you go on holiday.

Does the membership include parent/sibling access?

- No. The membership applies to the enrolled student only, so accompanying parents/guardians/siblings that enter the pool on lesson day or any other day, must pay standard admission fees. The exception to this is if the enrolled student is under 5 years. In this circumstance, the accompanying adult enters the water for free on lesson day or any other day, in order to closely supervise and support their enrolled student.

Why is there no upfront option?

- Aside from the fact that it doesn't promote continuity, we cannot offer short-term packages in conjunction with year-round Direct Debit as we rely on formal cancellations to effectively remove a student from the customer management database. The natural expiry of short-term packages compromises our ability to stay on top of whether these students are 'current' or not, and therefore our ability to manage class vacancies.

How do I enrol?

- If you are a new enrolment, you can join at any time. At the end of the school year, there will be a designated re-enrolment period for current students only, securing them a position the following year before opening enrolment up to other students. In this re-enrolment period, Term 4 students will be asked to complete and submit an enrolment form and direct debit paperwork with our Customer Relations team. Fresh paperwork helps ensure we have your current details and reduce the incidence of direct debit defaults and other miscommunications.

Is there a joining fee?

- Yes. A joining fee of \$20 has been written into the fees and charges for some time, but never applied. In accordance with Council's 2018/2019 Fees and Charges Schedule, the joining fee will be applied to all new and re-enrolments. Joining fees cover start-up costs such as program administration, printing costs and access cards.

Can I suspend my membership?

- In 2018, the suspension terms were too flexible. Participants could suspend for any number of weeks, with a charge of \$2.50 per family, per week, to hold the student's place in the class. This resulted in families taking an entire term off, taking up valuable space in classes where a full-fee paying client could have been offered a vacancy. In 2019, students will be entitled to 1 voluntary suspension period of up to two weeks.

Does it cost to suspend our membership?

- Fortnightly fees during voluntary suspension will be halved (\$12.00 with concession or \$14.80 without concession). These fees cover the access component of your membership (valued at \$15.60 per fortnight) and hold your place in the class.

Can I cancel my membership?

- Yes. While the natural expiry of each membership is the end of the school year, you can cancel your membership at any time – there is no minimum term. As the fortnightly rates are based on the distribution of fees across a whole year, withdrawing early does incur a small cancellation fee of \$24. This figure is a pre-estimate of the loss that Bluewater suffers when a customer withdraws early.

Why does it cost to cancel Swim School memberships, but not other Bluewater memberships?

- It's important to understand that a Swim School package includes enrolment into a set program AND an aquatic access membership. By contrast, our other packages (Platinum, Gold, Aquatic etc.) are all access membership only. The set program requires tight administration. For example, a student's early withdrawal can leave a class below the break-even point, leaving Bluewater encumbered with unrecoverable costs. Among other things, the cancellation fee aims to cover the estimated 2 week period that it may take to consolidate such classes.

What if I can't make it to my lesson?

- If you are unable to attend a lesson, ask for a Missed Lesson form from Customer Relations or online. On completion and submission of this form, you will be issued a pass to offer to a family member or friend. The pass will be applied to the student's profile and will be valid for 1 month.

Why are we removing Make-Up lessons?

- The feedback has been that make-up lessons compromise lesson productivity. Furthermore, booking these one-off lessons into a current class vacancy impedes our ability to accept immediate enrolment for new students.

When is it time to progress to the next level?

- It is time to progress to the next level when a student has attained the skills and requirements specified by their level award. Twice a term (in week 5 and 10) Bluewater will schedule an Assessment Week whereby an Aquatic Services Officer (ASO) will monitor student progression in every class. The ASO will work with your child's regular teacher to ensure assessment is extensive on the day while also factoring in performance from the preceding weeks.

How does Bluewater celebrate level progression?

- We like to celebrate level progression by hosting Wally the Water Skink, the Colac Otway Shire mascot. Level awards will be presented on deck, immediately after the student's lesson, by Wally the Water Skink. Family members are invited to take photo of this proud moment, but we do ask that you respect the privacy of other pool users by ensuring they are not in the frame without their consent.



(Pictured: Wally the Water Skink)

Will my lesson time change throughout the year?

- Depending on student progression and class availability, class times may vary throughout the year. We endeavour to provide a variety of days and times available for each level and our Customer Relations team will offer you the most continuity we can.

Where can I go to find out more information about Bluewater Swim School?

- Online at www.bluewater.org.au or you can also speak to one of our friendly staff in the Centre on 5232 9551.

DATES TO REMEMBER

Monday 14th January, 2019:

Re-enrolment is open to all current Term 4 Swim School families. Please note that this must be done in person in order to complete and submit new enrolment and direct debit forms.

Sunday 20th January, 2019:

Priority bookings for current students for 2019 Bluewater Swim School closes. To secure your preferred place, enrolment and direct debit forms must be submitted by this date.

Monday 21st January, 2019:

Enrolment is open to all customers.

Tuesday 29th January, 2019:

2019 Swim School program commences.

Monday 25th February – Saturday 2nd March, 2019:

Week 5 – Assessment Week

Monday 18th March – Saturday 23rd March, 2019:

Week 8 – If you're away over the Easter holidays, submit your Membership Modification form this week. A minimum of 2 weeks' notice is required for all suspensions.

Monday 1st Aprils – Saturday 6th April, 2019:

Week 10 – Assessment Week